

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services/  
Comprehensive Psychiatric Services (Community Services)

### Demographics

### Total Served - Year 2002

		<i>Total Served <sup>a</sup></i>		
		2002 Total ADA/CPS	2002 Total ADA	2002 Total CPS
<b>SEX</b>	Male	52.4%	63.6%	46.2%
	Female	47.6%	36.4%	53.8%
<b>RACE</b>	White	75.9%	69.2%	79.2%
	Black	21.7%	28.9%	18.3%
	Hispanic	0.6%	0.5%	0.6%
	Native American	0.3%	0.4%	0.4%
	Pacific Islander	0.1%	0.2%	0.1%
	Alaskan	0%	0%	0.0%
	Oriental	0.3%	0.2%	0.3%
	Bi-Racial	0.3%	0.3%	0.2%
	Other	0.8%	0.5%	0.8%
<b>AGE</b>	0-17	13.1%	10.9%	14.2%
	18-49	68.2%	82.6%	62.7%
	50+	18.7%	6.6%	23.2%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

# Demographics

## Total Served - 1999-2001

		Total Served								
		2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
SEX	Male	52.6%	49.3%	46.7%	65.5%	59.9%	44.4%	46.8%	46.2%	47.3%
	Female	47.4%	50.7%	53.3%	34.5%	40.1%	55.6%	53.2%	53.8%	52.7%
RACE	White	76.3%	77.8%	76.0%	68.7%	68.4%	66.7%	79.7%	80.6%	78.6%
	Black	21.4%	19.9%	21.9%	29.2%	30.0%	31.7%	17.9%	17.0%	19.1%
	Hispanic	0.5%	0.4%	0.1%	0.6%	0.3%	.4%	0.5%	.5%	<sup>b</sup>
	Native American	0.4%	0.3%	0.0%	0.5%	0.4%	.5%	0.4%	.3%	<sup>b</sup>
	Pacific Islander	0.1%	0.1%	-	0.1%	0.2%	-	0.1%	<sup>c</sup>	-
	Other	<sup>d</sup> 1.2%	1.5%	0.9%	0.6%	0.8%	.7%	1.5%	1.6%	2.3%
AGE	0-17	13.9%	13.1%	11.7%	9.5%	10.7%	5.9%	15.9%	13.8%	13.4%
	18-49	68.3%	68.8%	68.9%	84.1%	84.7%	88.5%	61.2%	64.1%	63.3%
	50+	17.8%	18.1%	19.4%	6.4%	4.6%	5.6%	22.9%	22.1%	23.3%

<sup>b</sup> The state classified Hispanic and Native American in the "other" category for 1998 and 1999.

<sup>c</sup> The state classified Pacific Islander in the "other" category for 2000.

<sup>d</sup> "Biracial" and "Oriental" are included in the "Other" category.

# Demographics

## Total Survey Returns - 2002

		<i>Total Survey Returns</i>		
		2002 Total ADA/CPS	2002 Total ADA	2002 Total CPS
<b>SEX</b>	Male	49.9%	61.3%	42.1%
	Female	50.1%	38.7%	57.9%
<b>RACE</b>	White	77.5%	70.3%	82.5%
	Black	17.4%	25.0%	12.5%
	Hispanic	1.3%	1.8%	1.0%
	Native American	1.4%	1.1%	1.6%
	Pacific Islander	0.2%	0.2%	0.2%
	Alaskan	0.1%	0.1%	0%
	Oriental	0%	0%	0.1%
	Bi-Racial	1.6%	1.1%	1.9%
	Other	0.5%	0.4%	0.6%
<b>AGE</b>		36.63	31.47	40.21
	0-17	13.1%	17.3%	10.3%
	18-49	68.4%	76.7%	62.6%
	50+	18.4%	6.0%	27.1%

# Demographics

## Total Survey Returns - 1999-2001

		Total Survey Returns <sup>a</sup>								
		2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
SEX	Male	49.2%	47.6%	46.2%	58.7%	59.8%	55.3%	43.8%	41.3%	40.6%
	Female	50.8%	52.4%	53.8%	41.3%	40.2%	44.7%	56.2%	58.7%	59.4%
RACE	White	77.3%	80.0%	76.3%	66.9%	72.3%	66.5%	83.2%	84.0%	82.4%
	Black	17.0%	15.3%	19.1%	28.0%	21.9%	29.7%	10.8%	11.9%	12.4%
	Hispanic	1.1%	1.1%	1.0%	1.3%	1.6%	1.1%	1.0%	0.8%	1.0%
	Native American	1.5%	1.6%	2.1%	1.4%	1.9%	1.1%	1.6%	1.5%	2.7%
	Pacific Islander	0.1%	0.2%	-	0.1%	0.2%	-	0.1%	0.1%	-
	Other	3.0%	1.8%	1.5%	2.3%	2.1%	1.5%	3.4%	1.6%	1.5%
AGE	0-17	10.8%	9.7%	10.2%	13.9%	13.0%	11.5%	9.0%	8.0%	9.4%
	18-49	70.8%	70.9%	73.1%	79.5%	79.7%	81.9%	65.8%	66.4%	67.6%
	50+	18.4%	19.3%	16.7%	6.6%	7.3%	6.6%	25.1%	25.6%	23.0%
^ The demographic statistics in the column marked Total Survey Returns are based on the survey returns.										

# Sample Size

*Information is based on the number of returned forms  
and the number of people served according to DMH billing records.*

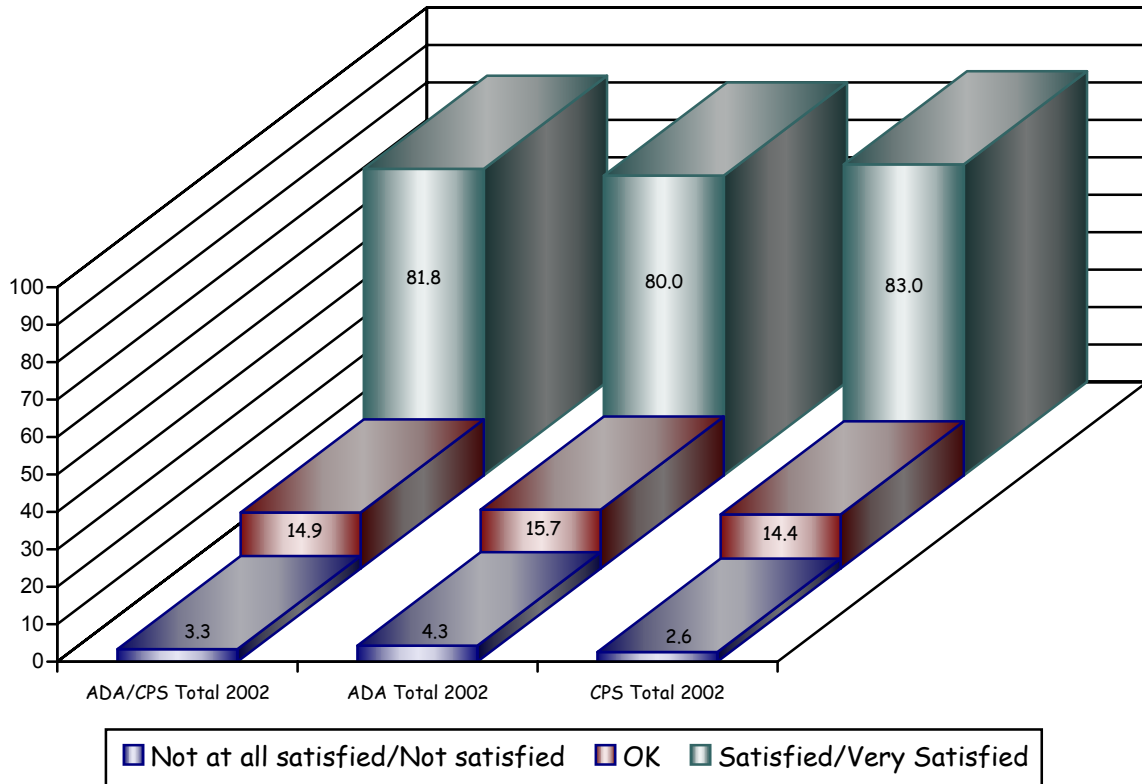
	Number Served	Number Forms Returned	Percent of Served Returned
ADA/CPS Total 2002	36594*	9181	25.1%
ADA/CPS Total 2001	36382	8365	23.0%
ADA/CPS Total 2000	32566*	5225	16.0%
ADA/CPS Total 1999	25710	3693	14.4%
ADA Total State 2002	12002*	3771	31.4%
ADA Total State 2001	11246	3037	27.0%
ADA Total State 2000	9142*	1972	21.6%
ADA Total State 1999	6559	1419	21.6%
CPS Total State 2002	25666*	5410	21.1%
CPS Total State 2001	25136	5328	21.2%
CPS Total State 2000	24637*	3815	15.5%
CPS Total State 1999	19151	2274	11.9%
* Unduplicated Count			

## Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item.*

	Total ADA/CPS	Total ADA	Total CPS
Are you deaf or hard of hearing?	7.4%	5.2%	9.0%
<i>If yes, do you use sign language?</i>	5.5%	9.1%	4.7%
If you use sign language, did this agency use sign language without the help of an interpreter?	5.9%	7.6%	4.8%
If you use sign language and the staff did not sign to you, was an interpreter provided?	8.4%	9.1%	8.2%

# Overall Satisfaction with Services Year 2002

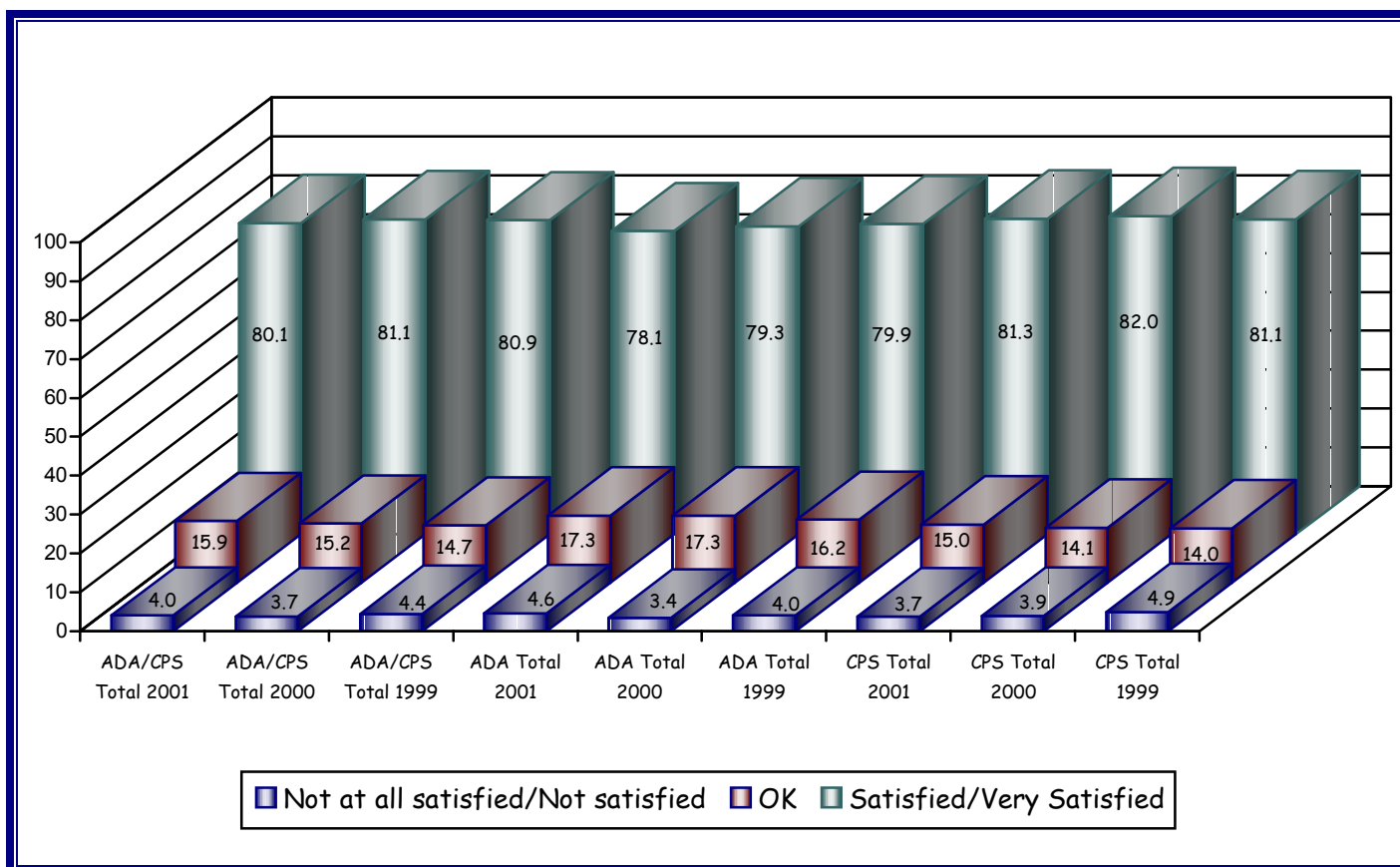


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 81.8% of the consumers of the Division of Alcohol and Drug Abuse (ADA) and the Division of Comprehensive Psychiatric Services (CPS) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- Consumers in the Division of Comprehensive Psychiatric Services showed the highest mean satisfaction rating.

# Overall Satisfaction with Services 1999-2001



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- The satisfaction ratings for both ADA and CPS were similar over the past four years.
- Each program has shown a high mean satisfaction rating.

# Satisfaction with Services

## Year 2002

How satisfied are you . . .	2002 Total ADA/CPS	2002 Total ADA	2002 Total CPS
with the staff who serve you?	4.32 (8964)	4.26 (3671)	4.37 (5293)
with how much your staff know about how to get things done?	4.23 (8893)	4.16 (3666)	4.28 (5227)
with how staff keep things about you and your life confidential?	4.38 (8872)	4.33 (3647)	4.42 (5225)
that your treatment plan has what you want in it?	4.22 (8845)	4.18 (3642)	4.25 (5203)
that your treatment plan is being followed by those who assist you?	4.27 (8802)	4.22 (3631)	4.31 (5171)
that the agency staff respect your ethnic/cultural background?	4.40 (8602)	4.37 (3597)	4.42 (5005)
with the services that you receive?	4.31 (8881)	4.24 (3671)	4.36 (5210)
that services are provided in a timely manner?	4.24 (7790)	4.15 (2546)	4.29 (5244)
<p>The first number represents a mean rating.  Scale: 1=Not at all satisfied . . . 5=Very satisfied.  The number in parentheses represents the number responding to this item.</p>			

### Some of the key findings were:

- **Statewide, people served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received in 2002. All ratings were above a mean of 4.00 ("satisfied").**
- **This year consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.40).**
- **This year consumers were least satisfied with the content of the treatment plan (mean of 4.22).**



# Satisfaction with Services

## 1999-2001

How satisfied are you . . .	2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
with the staff who serve you?	4.28 (8141)	4.28 (5589)	4.31 (3620)	4.22 (2965)	4.22 (1915)	4.26 (1391)	4.31 (5176)	4.32 (3674)	4.34 (2229)
with how much your staff know about how to get things done?	4.17 (8086)	4.16 (5525)	4.20 (3591)	4.07 (2961)	4.08 (1911)	4.15 (1393)	4.23 (5125)	4.20 (3614)	4.23 (2198)
with how staff keep things about you and your life confidential?	4.31 (8042)	4.30 (5514)	4.33 (3583)	4.27 (2960)	4.21 (1919)	4.30 (1382)	4.34 (5082)	4.36 (3595)	4.35 (2201)
that your treatment plan has what you want in it?	4.15 (7996)	4.16 (5490)	4.16 (3587)	4.11 (2933)	4.11 (1907)	4.19 (1379)	4.17 (5063)	4.19 (3583)	4.14 (2208)
that your treatment plan is being followed by those who assist you?	4.20 (7985)	4.21 (5459)	4.22 (3576)	4.15 (2924)	4.16 (1898)	4.19 (1383)	4.22 (5061)	4.24 (3561)	4.24 (2193)
that the agency staff respect your ethnic/cultural background?	4.33 (7771)	4.35 (5308)	4.36 (3465)	4.30 (2907)	4.29 (1876)	4.32 (1364)	4.35 (4864)	4.39 (3432)	4.39 (2101)
with the services that you receive?	4.26 (8062)	4.26 (5532)	4.27 (3584)	4.19 (2955)	4.20 (1915)	4.25 (1386)	4.30 (5107)	4.30 (3617)	4.28 (2198)
that services are provided in a timely manner?	4.16 (7201)	4.17 (4988)	4.14 (3611)	4.03 (2079)	4.08 (1373)	4.06 (1394)	4.22 (5122)	4.20 (3615)	4.19 (2217)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The second number represents the number responding to this item.									

### Some of the key findings were:

- **Statewide, people served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received in 1999, 2000, 2001 and in 2002. All ratings were above a mean of 4.00 ("satisfied").**
- **Consumers were most satisfied each year with the staff's respect of ethnic and cultural backgrounds (means of 4.40 in 2002, 4.33 in 2001, 4.35 in 2000 and 4.36 in 1999).**
- **Consumers were least satisfied with the content of the treatment plan in 2002 and in 2001. In 2000, the lowest satisfaction was with how much staff know about how to get things done and with the content of the treatment plan (means of 4.16). In 1999, services being provided in a timely manner was given the lowest satisfaction rating (mean of 4.14).**

# Satisfaction with Quality of Life Year 2002

How satisfied are you . . .	2002 Total ADA/CPS	2002 Total ADA	2002 Total CPS
with how you spend your day?	3.59 (8873)	3.74 (3659)	3.49 (5214)
with where you live?	3.73 (8810)	3.77 (3625)	3.70 (5185)
with the amount of choices you have in your life?	3.55 (8854)	3.67 (3662)	3.47 (5192)
with the opportunities/chances you have to make friends?	3.67 (8824)	3.84 (3649)	3.55 (5175)
with your general health care?	3.76 (8694)	3.79 (3554)	3.74 (5140)
with what you do during your free time?	3.64 (8817)	3.79 (3647)	3.54 (5170)
<b><i>How safe do you feel...</i></b>			
in your home?	4.15 (8795)	4.32 (3608)	4.04 (5187)
in your neighborhood?	3.98 (8745)	4.10 (3612)	3.89 (5133)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.			

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- This year consumers were most satisfied with safety in their home (mean of 4.15).
- This year consumers were least satisfied with the amount of choices they have in their lives (mean of 3.55).

# Satisfaction with Quality of Life 1999-2001

How satisfied are you . . .	2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
with how you spend your day?	3.56 (8046)	3.54 (5492)	3.60 (3535)	3.70 (2948)	3.69 (1904)	3.72 (1390)	3.47 (5098)	3.47 (3588)	3.52 (2145)
with where you live?	3.69 (7996)	3.70 (5468)	3.74 (3532)	3.74 (2928)	3.77 (1885)	3.77 (1387)	3.66 (5068)	3.65 (3583)	3.72 (2145)
with the amount of choices you have in your life?	3.51 (8035)	3.50 (5491)	3.58 (3532)	3.65 (2952)	3.63 (1917)	3.76 (1395)	3.43 (5083)	3.44 (3574)	3.47 (2137)
with the opportunities/chances you have to make friends?	3.64 (7995)	3.63 (5477)	3.70 (3529)	3.85 (2943)	3.82 (1907)	3.88 (1387)	3.52 (5052)	3.53 (3570)	3.59 (2142)
with your general health care?	3.71 (7947)	3.74 (5436)	3.76 (3520)	3.74 (2909)	3.80 (1872)	3.80 (1377)	3.69 (5038)	3.70 (3564)	3.73 (2143)
with what you do during your free time?	3.61 (8017)	3.60 (5477)	3.62 (3521)	3.75 (2941)	3.74 (1897)	3.74 (1381)	3.53 (5076)	3.52 (3580)	3.55 (2140)
How safe do you feel . . .									
in your home?	4.07 (7804)	4.06 (5504)	4.09 (3516)	4.24 (2914)	4.26 (1897)	4.24 (1368)	3.97 (4890)	3.96 (3607)	4.00 (2148)
in your neighborhood?	3.88 (7744)	3.90 (5457)	3.91 (3510)	4.01 (2920)	4.08 (1894)	4.02 (1371)	3.80 (4824)	3.81 (3563)	3.84 (2139)
The first number represents a mean rating. Scale: (items 9-14): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (items 15-16): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.									

## Some of the key findings were:

- Consumers were most satisfied each year with safety in their home (means of 4.15 in 2002, 4.07 in 2001, 4.06 in 2000 and 4.09 in 1999).
- Consumers were least satisfied each year with the amount of choices they have in their lives (means of 3.55 in 2002, 3.51 in 2001, 3.50 in 2000 and 3.58 in 1999).

## Comparison by Gender in ADA and CPS Settings Combined

This analysis compared the responses of consumers by gender on the satisfaction survey items. Females in combined settings were more satisfied with their services, while males were more satisfied with their quality of life.

How satisfied are you...	Sex		Significance
	Male	Female	
With the staff who serve you?	4.27 (4355)	4.37 (4365)	F(1,8718)=29.227, p<.001
With how much your staff know how to get things done?	4.18 (4331)	4.29 (4319)	F(1,8648)=35.640, p<.001
With how staff keep things about you and your life confidential?	4.36 (4312)	4.41 (4323)	F(1,8633)=7.700, p=.006
That the treatment plan has what you want in it?	4.17 (4297)	4.27 (4310)	F(1,8605)=25.099, p<.001
that the treatment plan is being followed by those who assist you?	4.23 (4280)	4.32 (4284)	F(1,8562)=22.800, p<.001
That the staff respects your ethnic and cultural background?	4.35 (4200)	4.46 (4170)	F(1,8368)=32.054, p<.001
With the services you receive?	4.27 (4320)	4.36 (4323)	F(1,8641)=21.259, p<.001
That services are provided in a timely manner?	4.20 (3605)	4.29 (3982)	F(1,7585)=15.256, p<.001
With how you spend your day?	3.67 (4310)	3.52 (4324)	F(1,8632)=45.422, p<.001
With where you live?	3.76 (4267)	3.70 (4305)	F(1,8570)=5.592, p=.018
With the amount of choices you have in your life?	3.60 (4295)	3.51 (4317)	F(1,8610)=15.928, p<.001
With the opportunities you have to make friends?	3.73 (4296)	3.60 (4290)	F(1,8584)=29.790, p<.001
With your general health care?	3.85 (4212)	3.67 (4248)	F(1,8458)=53.533, p<.001
With what you do in your free time?	3.74 (4280)	3.55 (4301)	F(1,8579)=58.573, p<.001
With how safe you feel in your home/agency?	4.23 (4256)	4.08 (4302)	F(1,8556)=45.780, p<.001
With how safe you feel in your neighborhood?	4.05 (4229)	3.91 (4281)	F(1,8508)=38.327, p<.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

## Comparison of Race/Ethnic Background in ADA and CPS Settings Combined

This analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. In general, Caucasians and Native Americans were more satisfied with services than consumers of other racial and ethnic backgrounds. Hispanics were more satisfied that their treatment plan was being followed. African American consumers were more satisfied with how they spent their day, amount of choices in their lives, opportunities to make friends, general health care, and what they did in their free time.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
With the staff who serve you? (a,b,e)	4.37 (6838)	4.15 (1511)	4.32 (112)	4.36 (122)	4.31 (136)	3.93 (69)	F(5,8782)=18.813, p<.001
With how much your staff know how to get things done? (a,b,e)	4.27 (6776)	4.13 (1508)	4.25 (110)	4.32 (121)	4.08 (136)	3.87 (67)	F(5,8712)=10.251, p<.001
With how staff keep things about you and your life confidential? (a)	4.42 (6781)	4.26 (1492)	4.31 (109)	4.34 (123)	4.34 (134)	4.11 (66)	F(5,8699)=9.753, p<.001
That the treatment plan has what you want in it? (a,b,d,e)	4.25 (6748)	4.11 (1495)	4.30 (111)	4.30 (121)	4.15 (132)	3.75 (68)	F(5,8669)=10.223, p<.001
That the treatment plan is being followed by those who assist you? (a,b)	4.31 (6704)	4.18 (1497)	4.38 (109)	4.25 (121)	4.16 (132)	3.94 (67)	F(5,8624)=7.930, p<.001
That the staff respect your cultural background? (a)	4.44 (6495)	4.27 (1506)	4.38 (110)	4.44 (120)	4.34 (135)	4.19 (68)	F(5,8428)=11.701, p<.001
With the services you receive? (a,b,c,d,e,f)	4.35 (6771)	4.20 (1500)	4.34 (111)	4.38 (124)	4.30 (135)	3.84 (69)	F(5,8704)=11.089, p<.001
That services are provided in a timely manner? (a,b)	4.29 (6005)	4.06 (1257)	4.22 (97)	4.24 (108)	4.15 (117)	3.81 (63)	F(5,7641)=16.285, p<.001
With how you spend your day? (a)	3.57 (6765)	3.71 (1506)	3.69 (109)	3.48 (122)	3.57 (134)	3.42 (67)	F(5,8697)=5.078, p<.001
With the amount of choices you have? (a)	3.53 (6749)	3.72 (1500)	3.62 (109)	3.36 (120)	3.40 (133)	3.37 (67)	F(5,8672)=8.508, p<.001
With the opportunities you have to make friends? (a)	3.65 (6731)	3.77 (1494)	3.75 (110)	3.55 (121)	3.55 (134)	3.51 (65)	F(5,8649)=3.875, p=.002
With your general health care? (g)	3.75 (6629)	3.84 (1475)	3.80 (107)	3.44 (121)	3.79 (128)	3.71 (65)	F(5,8519)=3.832, p=.002
With what you do in your free time? (a)	3.62 (6719)	3.76 (1498)	3.58 (109)	3.55 (121)	3.74 (133)	3.53 (68)	F(5,8642)=4.486, p<.001
With how safe you feel in your home/agency? (a)	4.16 (6724)	4.17 (1479)	4.20 (108)	3.87 (118)	4.00 (132)	3.87 (67)	F(5,8622)=3.802, p=.002
With how safe you feel in your neighborhood? (a)	4.02 (6678)	3.83 (1480)	4.01 (108)	3.87 (117)	3.73 (131)	3.62 (65)	F(5,8573)=11.270, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.                      Scheffe Post-Hoc significance at .05 or less.</p> <p>(a) Interaction between White and Black.                      (b) Interaction between White and Other.                      (c) Interaction between Black and Other.                      (d) Interaction between Hispanic and Other.                      (e) Interaction between Native American and Other.                      (f) Interaction between Bi-Racial and Other.                      (g) Interaction between Black and Native American.</p>							

## Comparison by Age in ADA and CPS Settings Combined

This analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Adults 50 years of age and over were more satisfied with services than the other age groups. The youth were more satisfied with their quality of life, except for where they live. Adults 50 years of age and over were more satisfied with where they live.

How satisfied are you...	0-17	18-49	50+	Significance
With the staff who serve you? (a,b,c)	4.19 (1139)	4.33 (5854)	4.43 (1573)	F(2,8563)=25.679, p<.001
With how much your staff know how to get things done? (a,b,c)	4.10 (1130)	4.24 (5815)	4.36 (1555)	F(2,8497)=28.762, p<.001
With how much your staff keeps things about you and your life confidential?	4.37 (1127)	4.38 (5815)	4.44 (1541)	F(2,8480)=3.269, p=.038
That your treatment plan has what you want on it? (a,b,c)	4.14 (1126)	4.21 (5782)	4.33 (1547)	F(2,8452)=15.349, p<.001
That the treatment plan is being followed by those who assist you? (a,b,c)	4.14 (1120)	4.28 (5756)	4.39 (1541)	F(2,8414)=25.144, p<.001
That the agency staff respect your ethnic and cultural background? (b)	4.35 (1107)	4.41 (5617)	4.46 (1490)	F(2,8211)=6.184, p=.002
With the services you receive? (a,b,c)	4.18 (1130)	4.32 (5812)	4.43 (1546)	F(2,8485)=26.779, p<.001
That services are provided in a timely manner? (a,b,c)	4.38 (1504)	4.23 (5009)	4.38 (1504)	F(2,7443)=26.886, p<.001
With how you spend your day? (a)	3.69 (1080)	3.57 (5839)	3.60 (1564)	F(2,8480)=5.724, p=.003
With where you live? (c)	3.78 (1072)	3.69 (5800)	3.83 (1551)	F(2,8420)=10.053, p<.001
With the opportunities/chances you have to make friends? (a,b)	3.80 (1084)	3.64 (5807)	3.68 (1550)	F(2,8438)=9.298, p<.001
With your general health care? (a,b)	3.95 (981)	3.72 (5785)	3.77 (1546)	F(2,8309)=17.652, p<.001
With what you do in your free time? (a,b)	3.83 (1075)	3.61 (5814)	3.64 (1549)	F(2,8435)=17.329, p<.001
With how safe you feel in your home/agency? (a,b)	4.38 (1090)	4.13 (5760)	4.08 (1555)	F(2,8402)=33.954, p<.001
With how safe you feel in your neighborhood? (a,b)	4.14 (1077)	3.95 (5746)	3.94 (1542)	F(2,8362)=14.317, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.                      Scheffe Post-Hoc significance at .05 or less                      (a) Interaction between ages 0-17 and 18-49.                      (b) Interaction between ages 0-17 and 50+.                      (c) Interaction between 18-49 and 50+.</p>				

## Comparison by Current Living Situation in ADA and CPS Settings Combined

This analysis compared the responses of consumers by the current living situation of the consumer. Those who were homeless had the lowest mean ratings. Those in independent settings had the highest satisfaction with services ratings while those who resided with their biological parents were generally more satisfied with their quality of life. People in Residential Treatment Facilities were more satisfied with the amount of choices they have and with the opportunities they have to make friends. People in group homes were more satisfied with their general health care.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With the staff who serve you? (a,b,c,h,l)	4.39 (5492)	4.18 (659)	4.20 (1045)	4.10 (229)	4.25 (640)	4.33 (401)	F(5,8460)=19.303, p<.001
With how much your staff know how to get things done? (a,b,c,h)	4.31 (5446)	4.14 (653)	4.13 (1034)	3.97 (231)	4.12 (635)	4.17 (401)	F(5,8394)=18.112, p<.001
With how staff keep things about you and your life confidential? (a,b,h)	4.43 (5441)	4.23 (652)	4.29 (1037)	4.22 (229)	4.38 (633)	4.37 (397)	F(5,8383)=11.128, p<.001
That your treatment plan has what you want on it? (b,h)	4.27 (5429)	4.14 (650)	4.15 (1031)	3.95 (227)	4.17 (632)	4.20 (395)	F(5,8358)=9.189, p<.001
That the treatment plan is being followed by those who assist you? (a,b,c,d,h)	4.34 (5392)	4.20 (652)	4.21 (1024)	4.06 (224)	4.18 (629)	4.17 (395)	F(5,8310)=12.362, p<.001
That the staff respect your ethnic and cultural background? (a,b,h)	4.46 (5226)	4.28 (631)	4.30 (1026)	4.27 (224)	4.40 (617)	4.35 (394)	F(5,8112)=11.995, p<.001
With the services you receive? (a,b,c,h)	4.38 (5446)	4.20 (650)	4.24 (1039)	4.09 (230)	4.23 (631)	4.29 (398)	F(5,8388)=13.823, p<.001
That services are provided in a timely manner? (a,b,c,h)	4.30 (5208)	4.13 (643)	4.07 (539)	3.95 (140)	4.16 (628)	4.20 (367)	F(5,7519)=14.085, p<.001
With how you spend your day? (b,c,i,j,k)	3.54 (5461)	3.68 (658)	3.72 (1049)	3.31 (230)	3.78 (589)	3.61 (395)	F(5,8376)=13.178, p<.001
With where you live? (e,f,h,i,j,k,l,m)	3.75 (5433)	3.63 (656)	3.80 (1037)	2.86 (222)	3.85 (583)	3.56 (396)	F(5,8321)=30.360, p<.001
with the amount of choices you have? (b,h,i,j,k)	3.52 (5445)	3.62 (654)	3.71 (1042)	3.20 (230)	3.60 (592)	3.49 (399)	F(5,8356)=9.924, p<.001
with opportunities you have to make friends? (a,b,c,h,i,j,k,l)	3.58 (5421)	3.89 (653)	3.90 (1044)	3.30 (226)	3.79 (594)	3.72 (395)	F(5,8327)=27.702, p<.001
with your general health care? (a,b,c,e,g,h,i,j,k,l)	3.70 (5390)	3.97 (654)	3.93 (1039)	3.27 (230)	3.89 (541)	3.69 (391)	F(5,8239)=24.558, p<.001
with what you do in your free time? (a,b,c,h,i,j,k,l)	3.57 (5424)	3.83 (656)	3.80 (1041)	3.27 (227)	3.86 (587)	3.64 (392)	F(5,8321)=20.694, p<.001
with how safe you feel in your home/agency? (c,f,h,i,j,k,l,m,n)	4.15 (5464)	4.03 (647)	4.24 (1005)	3.28 (195)	4.38 (603)	4.09 (396)	F(5,8304)=39.941, p<.001
with how safe you feel in your neighborhood? (c,h,i,j,k,l,m),	3.98 (5429)	4.02 (639)	4.04 (1005)	3.09 (206)	4.14 (597)	3.88 (393)	F(5,8263)=32.737, p<.001



The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

*Scheffe Post-Hoc significance at .05 or less*

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Biological Parents.
- (d) Interaction between Independent and Other.
- (e) Interaction between RTF and Other.
- (f) Interaction between Group Home and Biological Parents.
- (g) Interaction between Group Home and Other.
- (h) Interaction between Independent and Homeless.
- (i) Interaction between Group Home and Homeless.
- (j) Interaction between RTF and Homeless.
- (k) Interaction between Homeless and Biological Parents.
- (l) Interaction between Homeless and Other.
- (m) Interaction between Biological Parents and Other.
- (n) Interaction between Group Home and RTF.



## Comparison by Whether Resided in Residential Treatment in ADA and CPS Settings Combined

This analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. Consumers who had not lived in a residential treatment facility were more satisfied with services received and where they live. Those who lived in a residential treatment facility were more satisfied with how they spend their day, choices in life, opportunities to make friends, their general health care, how they spend their free time, and how safe they feel in their neighborhood.

How satisfied are you...	Resided in Residential Treatment		Significance
	Yes	No	
With the staff who serve you?	4.24 (1886)	4.38 (5565)	F(1,7449)=38.800, p<.001
With how much your staff know how to get things done?	4.16 (1870)	4.29 (5517)	F(1,7385)=30.657, p<.001
With how staff keep things about you and your life confidential?	4.26 (1878)	4.44 (5500)	F(1,7376)=58.715, p<.001
That the treatment plan has what you want in it?	4.11 (1873)	4.27 (5486)	F(1,7357)=40.223, p<.001
that the treatment plan is being followed by those who assist you?	4.19 (1859)	4.33 (5458)	F(1,7315)=33.081, p<.001
That the staff respect your ethnic and cultural background?	4.29 (1837)	4.45 (5287)	F(1,7122)=54.018, p<.001
With the services you receive?	4.24 (1862)	4.37 (5512)	F(1,7372)=33.057, p<.001
That services are provided in a timely manner?	4.12 (1880)	4.29 (5534)	F(1,7412)=48.652, p<.001
With how you spend your day?	3.68 (1872)	3.54 (5492)	F(1,7362)=21.347, p<.001
With where you live?	3.66 (1852)	3.73 (5465)	F(1,7315)=5.470, p=.019
With the amount of choices you have in your life?	3.59 (1865)	3.51 (5481)	F(1,7344)=6.989, p=.008
With the opportunities you have to make friends?	3.76 (1868)	3.58 (5459)	F(1,7325)=36.077, p<.001
With your general health care?	3.83 (1833)	3.72 (5401)	F(1,7232)=12.693, p<.001
With what you do in your free time?	3.75 (1863)	3.58 (5455)	F(1,7316)=29.745, p<.001
With how safe you feel in your neighborhood?	4.05 (1834)	3.95 (5440)	F(1,7272)=12.005, p=.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			